

EDUCATION:

ABC SECRETARIAL SCHOOL • Boston, MA
Certificate in Secretarial Studies (1985)

EXECUTIVE EDUCATION CENTER • Boston, MA
Introduction to the IBM Personal Computer (1984)

LMN COMMUNITY COLLEGE • Boston, MA
Course in English grammar (1984)

WXY MEMORIAL HIGH SCHOOL • Boston, MA
Diploma - college curriculum (1980)

SECRETARIAL SKILLS:

Typing • Stenoscrypt • Dictaphone • IBM PC • SX200 and PBX switchboard • Duplicating and postage machines • Knowledge of Easywriter software • Familiarity with CIP, Leading Edge, and Lotus 1-2-3 software.

PROFESSIONAL EXPERIENCE:

XAB PUBLICATIONS, INC. • Boston, MA
(Full service printing firm specializing in software manuals)

Administrative Assistant / Sales Department (1985 to present). Provide administrative support for this busy department consisting of a national sales manager, nine outside sales representatives, and six customer service support staff. Administer billing, sales tracking, and sales correspondence procedures. Provide customer support as needed.

Perform secretarial duties for the sales, customer service, production, and purchasing departments. Organize correspondence, travel arrangements, and office meetings.

Successfully work independently during Manager's frequent travel.

OLK PRESS • Boston, MA
(Full-service printing firm)

Secretary / Sales and Marketing Department (1984 to 1985). Responsibilities were similar to those stated above. Accepted position offered by upper level management when they joined XAB Publications.

Receptionist (1983 to 1984). Greeted sales representatives, customers, and job applicants. Performed typing, filing, and mail routing.

YKI, INC. • Boston, MA

Office Assistant (1981 to 1983). Performed daily office work including bank deposits, cash flow, sales journal, charge receipts and register audits. Trained new employees.